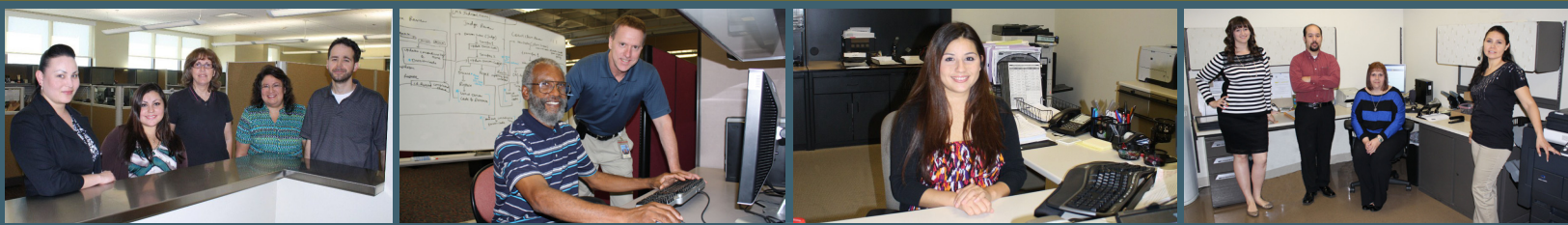


Clerk of the Superior Court's Office

Maricopa County, Arizona

Michael K. Jeanes, Clerk of the Superior Court

2012 - 2013 ANNUAL REPORT



Striving for service excellence

On behalf of the staff of the Clerk of the Superior Court's Office, I am pleased to present our **2012 - 2013 Annual Report**. Our Office's staff strives to be known for providing excellent customer service and this report will detail some of our successes from this past year toward that goal. I invite you to take a few moments to learn more about these efforts, as well as our structure, achievements, statistics, locations, and other valuable information about our Office.

Some important facets that are not as easy to convey in this report, but they were an integral factor in how we operated are: our strong desire to continually improve the services we provide; our efforts to not only be in tune with the needs of our customers today, but also with the demands of the future; and our daily commitment to simply provide our customers with a warm, friendly smile.

As we look ahead, despite facing the increased demands from serving in one of the fastest growing counties in the nation, I am confident we will exceed our customers' expectations and report numerous accomplishments in the future.

I hope you enjoy viewing this report. I am proud of what we achieved. I am proud of where we are headed, and I am grateful to serve as the Clerk to this fine organization.

Sincerely,

Michael K. Jeanes, Clerk of the Superior Court, Maricopa County, AZ

A quick glance at Maricopa County and the Clerk of the Court

- ♦ Maricopa County population = 3,942,169 (4th largest in nation) National Association of Counties
- ♦ Maricopa County geographical size = 9,224 square miles (21st in nation)
- ♦ Clerk of the Superior Court employees = 603
- ♦ Fiscal Year 2012/2013 Clerk of the Court General Fund Operating Budget = \$29,638,876

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Additional Information

For more information,
visit our website at
www.clerkofcourt.maricopa.gov
or email us at
coccustomerrelations@mail.maricopa.gov



OVERVIEW

A brief summary of the Office and its leader

The Clerk



Michael K. Jeanes was elected to the office of Clerk of the Superior Court by the voters of Maricopa County in 1998. He was re-elected to the Office in 2002, 2006,

and 2010. As the Clerk, he is the official record keeper and fiduciary agent for the Superior Court and leads an organization of more than 600 employees, supports more than 150 Superior Court judges and commissioners, and serves a constituency who resides in the fourth largest county in the nation.

Michael was born in Chicago, IL, but has lived most of his life in Maricopa County. He earned a Bachelor of Arts degree in Political Science from Loyola University in Chicago and a Master of Public Administration degree from Arizona State University.

The Office's Function

The Clerk's Office was established by the State Constitution to serve the citizens, legal community, and the Superior Court. The Office was created to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The specific and special duties of the Office are assigned by statute, the Arizona Supreme Court, and local and statewide court rules. The functions of the Clerk satisfy more than 500 state statutes and court rules. Among the Office's responsibilities are to:

- Provide public access to the records of the actions of Superior Court;
- Keep a docket;
- Attend each Superior Court session to record the actions of the court;
- Receive, distribute, and preserve official court documents;

- Receive filings for Superior Court actions in civil, criminal, mental health, probate, tax, family court matters, and juvenile;
- Provide family support services to the public;
- Collect and disburse court-ordered fees, fines, and victim restitution;
- Store exhibits for all court cases;
- Process passport applications;
- Issue and record marriage licenses.

The Office Today

Michael Jeanes and his staff are dedicated to providing quality customer service, being innovative, user-friendly, and fiscally responsible. Currently, the most significant undertaking for the Office is the implementation of the Electronic Court Record. Achievements toward this goal are mentioned in this report. During the past several years, the Office and staff have received national and statewide recognition for their achievements.



The Community Impact

Among the officials/agencies the Office interacts with are: Attorney General, County Attorney, County Board of Supervisors, County Sheriff, Dept. of Corrections, Dept. of Economic Security, Dept. of Public Safety, Legislature, Probation and Parole departments, Public Defense Services, the federal courts, Arizona Supreme Court, Court of Appeals, Superior Court, and several other county courts and justice agencies.

LEADERSHIP



Michael K. Jeanes
Clerk of the Superior Court



Cathy Clarich
Deputy Director



Becky Magana
Deputy Director



Nancy Rodriguez
Deputy Director



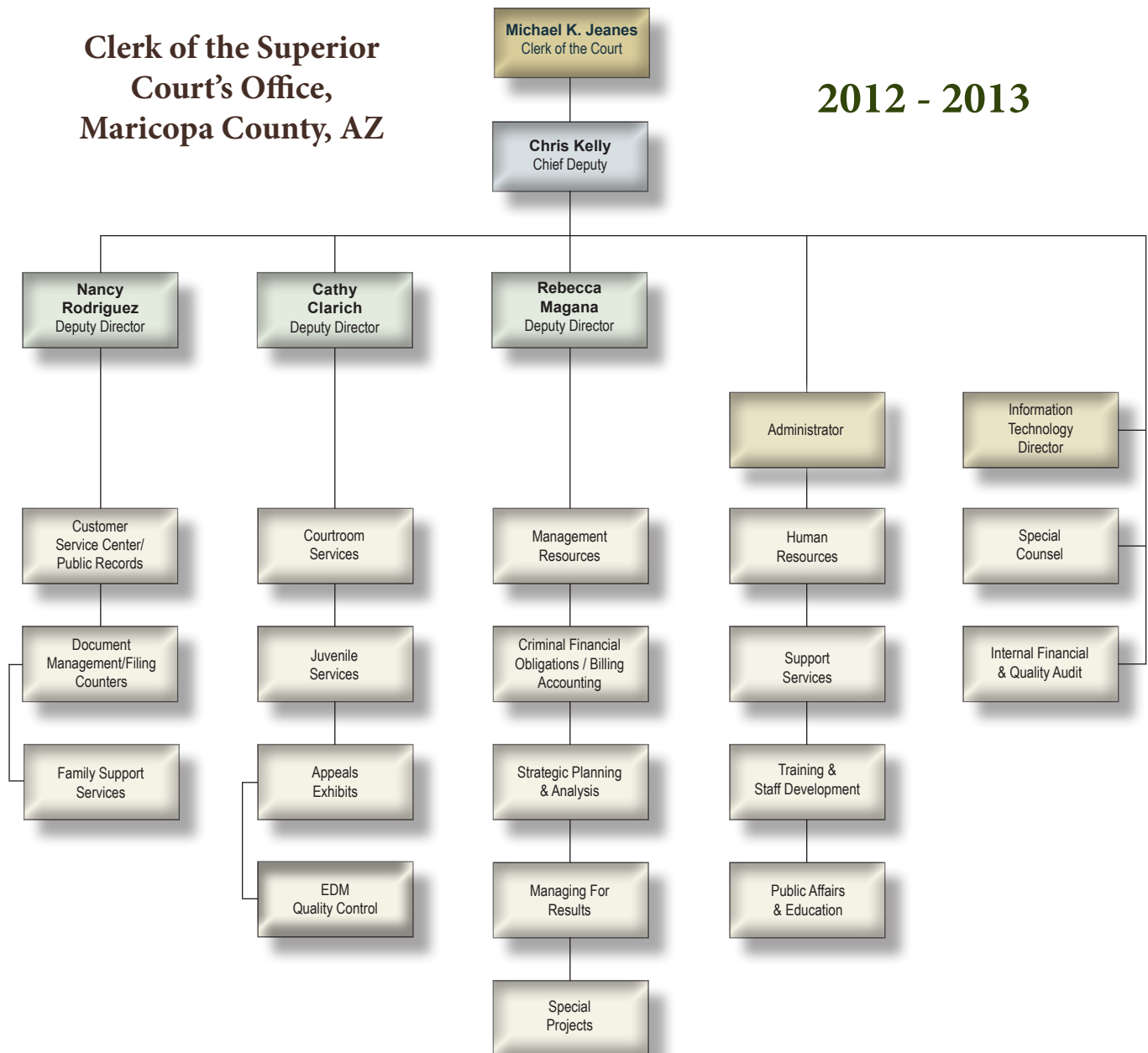
Chris Kelly
Chief Deputy



ORGANIZATION

Clerk of the Superior Court's Office, Maricopa County, AZ

2012 - 2013



MISSION

The Mission of the Clerk of the Superior Court's Office is to provide progressive and efficient court-related records management and financial services for the justice system, legal community, and public so they have fair and timely access to accurate court records and services.

VISION

The vision of the Office is to anticipate, meet, and exceed the expectations of our customers.

HIGHLIGHTS

IN THE HEADLINES

A summary of the Office's major achievements

Implementation of Electronic Court Record begins in Juvenile

On January 1, 2007, the Clerk of the Court's Office made a historic change in how it handled the enormous amount of documents it received. On that day, the paper documents for adult case types were no longer placed into a hard copy file and then stored on a shelving unit in the Fileroom. Instead, the paper documents received were scanned, audited, and disposed of after a series of quality checks. The Electronic Court Record (ECR) stored in an electronic repository then became the official court record.

Nearly six years later on 10/1/12, history repeated itself in the Office; however, instead of it happening in the adult cases, it occurred in the juvenile case type. On Oct. 1, the Office officially initiated **Phase 1 of the ECR project** to transition from paper records to the ECR in the juvenile court. Like the adult case type, the ECR in juvenile became the official record.

Phase I included the scanning for Title 14 Guardianship (JG) cases. Eight months later, **Phase II** was implemented with the scanning of all newly filed documents in seven other juvenile case types. Two more phases are planned for next fiscal year, which will complete the full implementation of the ECR in juvenile cases.

The project does not change the confidentiality of juvenile records. Access to records remains the same and only the format is changing. Juvenile records are available at the Clerk's juvenile facilities at Durango and in Mesa.

Monumental effort will result in one of the largest ECR systems in the nation

Last year, the Office began the monumental task of scanning and converting over 508,000 court case files into approximately 44 million electronic images for storage in the Office Electronic Court Record. This effort is the largest-ever scanning project undertaken by the Office. A vendor was hired to scan and convert the hard copy documents to electronic format and it is estimated to take more than two years to complete. When completed, it will eliminate almost 8,500 square feet of files and file shelving units. In addition, it is projected the Office's electronic repository **will become one of the largest ECR available** in the nation.

A major milestone in the project was reached at the end of the fiscal year. The conversion of approximately 200,000 Pre-2002 Family Court (FC) cases was completed, meaning **all hard copy FC cases are now in electronic format**. The conversion of these records enables faster access to the records for the staff and public; reduces liability of the Office due to elimination of accidental damage and loss of physical records; improves security of the records; and improves long-term storage and physical space strategy for the Office's growth and the millions of records it manages.



At the end of the fiscal year, 556 shelving units and 56 box storage shelving units were able to be removed as a result of the scanning project. At one time, these shelving units held an estimated 542,440 files.

SPOTLIGHT on the busiest day

On Feb. 14, Valentine's Day, the Marriage License and Passport Offices experienced a significant increase in the amount of marriage licenses they issued. Traditionally, Valentine's Day is the busiest day of the year for the Office. On average, the Office issues double the amount of licenses during this time compared to a normal business day. This year, the Office issued 130 marriage licenses, which is up from 117 last year. The record occurred on Valentine's Day 2011 when 163 licenses were issued.

HIGHLIGHTS

One million dollar mark reached in release of funds to victims of crime

A remarkable milestone was celebrated this year by the Offices of the Clerk of the Court and County Attorney. Both offices were proud to announce that a program launched only two years earlier (to find the victims of crime who were not receiving their court-ordered restitution) resulted in reaching the **\$1 million mark** in disbursing those funds this year. The released funds were previously on hold due to addresses becoming invalid after a person moved, or other status change occurred, and notification was not provided.

The program, called the **Victim Locate Program**, began when Clerk of the Court Michael Jeanes contacted the County Attorney's Office to ask for help to locate the victims owed restitution. Utilizing the County Attorney's internal investigative resources and additional databases to locate current addresses, in the program's first week, the Office's located 76 victims. Two years later, the program reached the \$1 million mark in restitution, which represents **3,175** cashed checks from **5,325** victims.

In 2011, the Victim Locate Program was awarded an Achievement Award from the National Association of Counties in recognition of it being an innovative program that enhanced service to the public.



Clerk of the Court Michael Jeanes and County Attorney Bill Montgomery announced the successful partnership of their offices helped over **5,300** victims of crime receive restitution through the Victim Locate Program.

MOVE TO IMPROVE

A summary of the most significant improvement to the Office itself

Newly remodeled space transforms office

After occupying the space in the West Court and Central Court Buildings for more than 30 years without significant changes, the Clerk of the Court's Office completed a **15-month major remodeling project** of more than **31,000 square-feet**. The remodeled area better accommodates the customers, increases efficiencies, streamlines operations, provides natural lighting, and greatly modernizes and improves the working conditions for staff.



The newly remodeled Downtown Filing Counters with a state-of-the-art customer check-in system.

The project was handled in two phases. Phase I started in March 2012 and was completed in December 2012. Phase II kicked off in January 2013 and finished in June 2013. More than 150 employees working in 10 different areas are now located in the space. The departments located in the remodeled area are Non-Criminal File Counters, Distribution, Docket, eFiling, EDM, Family Support, Accounting, Billing, Criminal Financial Obligations, and Non-Criminal Courtroom Clerk Floaters.

Three significant improvements for customers in the new filing counter area include: an automated customer management system that provides a more efficient way for customers to be served; the provision of seating as customers wait to be served; and more private windows as they are being served.

HIGHLIGHTS

FOR THE RECORD

A summary of the Office's
Electronic Court Record (ECR) initiatives

The growth of eFiling

BACKGROUND: In 2003, the Office began a pilot program allowing participating parties to eFile their case documents for complex civil litigation cases. **eFiling** permits attorneys/self-represented parties to electronically file documents from their computers rather than visit the Office's filing counters. eFiling also enables judges, parties, and the public (where permissible) to view a case simultaneously and increase the speed and accuracy of case processing. Through the years, eFiling has expanded from a pilot program to become available in all Criminal (CR), Civil (CV), Family (FC), and Tax (TX) divisions. Three years into the program (in fiscal year 2006-2007), the Office received 83,698 eFilings.

TODAY: In FY 12-13, **496,644** efilings were received by the Office (233,306 in CV; 247,699 in CR; 9,239 in FC; and 6,400 in TX).

Accessing the Electronic Court Record (ECR)

BACKGROUND: To provide customers with access to the ECR, more than **50 computers** were installed at the Office's four public records counters across the Valley.

TODAY: Customers can view the Electronic Court Record (ECR) as follows: probate cases from 1997 forward (and active cases from 1994 - 1997) and all other Adult case types from 2002 forward.

Customers may view the ECR from computer terminals and select the pages they would like copies of and pay at the counter.

SPOTLIGHT on a record day

Each November, the Clerk's Office provides assistance with the Court's "National Adoption Day Event." This fiscal year's event was a historic day as a record number of **336** children were adopted. The event, which is held at the Durango Juvenile Court, included 13 calendars, 43 judges and commissioners presiding, 13 courtroom clerks covering hearings, and three Office staff issuing certified copies of final orders of adoption. More than 3,200 people attended the event. For the last five years, Maricopa County has ranked No. 1 in the nation for adoptions on National Adoption Day.

A program that improves ECR availability

BACKGROUND: In 2007, the Office developed **ECR Online**, which provides a secure, cost-effective, and convenient method for attorneys and self-represented parties to use the internet to register and view the documents of their case(s) on their computers rather than come to the Office to view the hard copy file. Along with convenience and faster access to the ECR, the program eliminates travel time for customers and reduces the demand to manually pull files.

TODAY: There are **9,549** attorneys and **19,233** self-represented litigants registered in ECR Online.

How big is the Electronic Court Record

BACKGROUND: In 1997, the Office began a pilot program to scan the paper documents received in Probate. Through the years, this pilot was **expanded to all case types** and marriage licenses. The paper documents received from these categories are scanned, converted to electronic format (referred to as the Electronic Court Record), and stored in an electronic repository called OnBase.



TODAY: This year, **8,641,919** documents were added to the repository, which contains a total of **40,066,180** documents. **Fifty** government agencies have been granted access to the repository.

HIGHLIGHTS

FOR THE RECORD

Mission accomplished - Other recent ECR milestones for the Office

For the past several years, the Office has put a substantial focus on the implementation of the ECR, which enables the Court to receive, store, route, and make available electronic documents and eliminate the need for millions of paper documents. This initiative impacts almost every aspect of the Office from filing to storage to workflow to accessibility and more. The following are a few of the **most notable ECR achievements** accomplished within recent years:

- **Mandatory eFiling** – This program enhanced case processing, decreased expenses, and reduced space and other resource needs by implementing mandatory eFiling by attorneys for all subsequent civil case documents. eFiling allows the Office to process documents filed within approximately **eight hours** compared to an average of three days with paper filings.
- **Conversion** - More than 117,500 transcripts and deposition documents were converted into **six million electronic images** last year through a contracted vendor. It resulted in almost **4,000 cubic feet** of storage space saving.



Conversion of paper documents to electronic records opens up space in Office.

- **Court-to-Court** – This program was developed to electronically transmit the record on appeal for all case types to the Supreme Court and Court of Appeals. It created a net annual savings of **\$165,000**. Prior to implementing, all Records on Appeal were disassembled, copied, indexed, and rebuilt in order to send multiple paper copies to the Court.

FACTS FOR FILING

News regarding filing-related changes and initiatives

Change made in Probate filings

A change to a drop-filing system for **informal probate filings** was made, which matched the filing process in 13 of Arizona's counties. As a result, informal probate documents can be filed at the Probate File Counter and at other Clerk facilities around the Valley. The drop-filing system is similar to the depository box filing process. Documents are acknowledged at the time of presentation, scanned at the dropped location, and reviewed by the probate registrar or a deputy registrar within three business days. For accepted filings, the notifications, paperwork and letters are processed at the filing site. A case number is assigned, any fees are processed and the case is filed in. Documents are available for pick-up at the location where they were dropped for filing.

eFiling expands in Family Court

Permissive eFiling expanded to **all family court divisions** this year. Last fiscal year, only three divisions were participants. Attorneys and self-represented parties may now electronically file post-initiation family court documents in any family court case. The expansion allows parties or their attorneys to choose documents to eFile after the case is initiated on paper. Family court documents are eFiled through the Clerk's eFiling online website.

Another option on where to file Tax cases

Filings for **small tax and regular tax cases** are now allowed at the civil file counters in the Central Court Building in downtown Phoenix. For several years, tax (TX) filings were filed primarily at the Probate file counter in the Old Courthouse. Post-initiation filings in the TX case type can also be electronically filed through the Clerk's eFiling online system.

HIGHLIGHTS

SPECIAL RECOGNITION

Office Awards/Honors

Five times the recognition

The Office received five **County Summit awards** from the Arizona Association of Counties (AACo) for the innovative programs implemented to increase efficiency and enhance service. AACo, which represents the state's counties, conducts the award program to recognize the best new programs in the state's county governments. Programs that received the awards were: Court-2-Court; ECR Online; Mandatory eFiling; NeoPost; and Tax Intercept.



Photo provided courtesy of AACo

Michael Jeanes (middle) receives the County Summit Awards from AACo President Keith Russell (left). Also present is former president Derek Rapier (right).

Collection efforts saluted

The Arizona Department of Revenue announced that the Office's Billing and Deferral Unit was among the **top five** courts/agencies in Arizona to intercept monies owed to the Court through the Debt Set Off Program (DSO). At the time of the announcement, the Clerk's Office was ranked second in Arizona for their collection efforts.

SPOTLIGHT on a day with a special focus

For the third year in a row, the Clerk's Office provided leadership and assistance with the Veteran's Stand Down Project. This is an event that first began in San Diego in 1988, but has grown to become a national event where various organizations/agencies/governments come together in different cities across the nation to focus on Veteran services. In an effort to participate in this event, the Superior Court and Clerk of the Court's Office set up remote courtrooms to hear **291** cases involving veterans at the Veterans Memorial Coliseum where the event was held. This was an **87%** increase over the number of cases heard last year. The Clerk of the Court's Office and Superior Court's Criminal Court Administration identified the cases to be heard, pulled the files, and created calendars. The Clerk's Office had various staff members participate in the event including courtroom clerks, administrative assistance, technical support, and couriers.

The Office's honor roll

In 2001, the Office implemented an employee recognition program called "**Celebrating and Saluting Employees**" (CASE) to honor staff who provide exemplary service in four different categories: Customer Service, Teamwork, Leadership, and Excellence. This year, **23** employees earned a CASE Award and **nine** teams received the Teamwork Award.



The **Public Records Counter** staff at the Customer Service Center was selected for an Office "Teamwork Award" for their outstanding teamwork and service.

Recognizing their contributions

In 2004, Maricopa County instituted the **Pillars of Honors** program to recognize employees in three areas: Service (for staff retiring in good standing with 30 or more years of service), Salute (for national achievements), and Sacrifice (for those who lost their lives in the line of duty). **Three** former Clerk employees were selected to the Service Pillar, located on the Central Court Plaza. In total, the Office has **15** former employees listed on the Service Pillar.

HIGHLIGHTS

FINANCIAL REPORT

A brief analysis of actions taken with budget

Monetary achievements

Since Fiscal Year (FY) 2008, the Office has permanently **reduced its budget** by a total of **\$4.4 million** and voluntarily restrained spending by an additional **\$5.7 million** over six FYs. In total, when combined with previous budget reductions, special revenue funds sweeps, and positive year-end variances, the Clerk's Office has provided over **\$11 million** of relief to the County General Fund over the past six years. In addition, the Office has operated with **100** fewer full-time positions. This has been possible due to careful budgeting and managing, technology advancements, process improvements, and training initiatives.

RECENTLY RELEASED

The Office's newest initiative

Pilot program offers long-awaited change

The Office recently launched a new electronic pilot program involving the certification of documents that replaces a paper process that has been around since the territorial days.

On average over the past four years, the Office prints and certifies more than **60,000** documents per year. To streamline this service, a new technology was implemented to **enable the certification of documents electronically** rather than printing to paper, stamping, signing, and sealing – a paper-driven procedure.

The new method is being piloted to allow the Attorney General's (AG) Office to select the Family Court judgments and orders for certification from the ECR. An electronic seal, stamp, and other required items/language are then applied to the documents and emailed to the AG's Office.

Electronic certification will not only save time and resources, but expedite the delivery of records to

the customer. While customers may need to certify in the traditional manner, the Office continues to look for opportunities to expand this service to users who can benefit from the speed and convenience of an electronically certified document.

COMING ATTRACTION

A look at the what is being planned

The call for one number

The Office is working on a **"one phone number"** concept to simplify contacting the organization. The plan is to designate a single main phone number and calls will be routed to the appropriate department based on the customers' needs. The new system will streamline calls and increase efficiency.



The implementation of the "one phone number" is projected to begin in 2014.

PROFESSIONAL GROWTH

The courses of staff development

Efforts to continually improve

To further staff's knowledge of the court, county, government, and work environment, as well as enhance their job and customer service skills, all court employees are required to take **continuing education** courses. This year, the amount of required hours increased from 12 to 16. The Clerk's Training Division offered a total of **199 courses** to help staff with their professional growth and meet this requirement.

HIGHLIGHTS

REPORT CARD

Feedback from the public

Customers comment on service

The Office provides survey cards at its public counters that allow customers to provide feedback on the service they received. The following are a few of the **top remarks** received this year: “Best service I ever had in any government office;” “Best people in this county;” “Everyone is pleasant, patient, and helpful;” “Incredible customer service;” “Knowledgeable, quick, courteous, and cheerful;” “High level of professionalism;” and “A++.”



The Southeast Marriage License, Passports, and Publics Records staff are among the departments complimented on their customer service.

COMMUNITY SERVICE

Annual efforts of staff to help those in need

A spirit of giving

Each year, the Office staff demonstrates they are not only dedicated to their work, but also to the community they work in through several **charitable efforts**. This year, staff donated **\$6,024** to Maricopa County’s Combined Charitable Campaign, which assists non-profit agencies; **140** pairs of socks, hundreds of personal care items to the homeless; and **204** new toys for children during the holiday season.

SPOTLIGHT on new days for being open and closed

Due to a legislative action and implementation by Maricopa County, a holiday change was made this year and for the future. The Clerk of the Court’s Office, Superior Court, and all Maricopa County Offices are now closed for business on the Friday following Thanksgiving. In exchange, these agencies are now open for business on Columbus Day (which is held on the second Monday of October). Previously, the county offices were closed on this holiday.

INFORMATION PLEASE

Avenues of information regarding the Office

Online/Social media sources

Website - The Clerk of the Court’s website, which has won several awards, is accessible at www.clerkofcourt.maricopa.gov. A new language translation feature was added to the website to offer enhanced service to customers who speak a language other than English.

Facebook - The Office Facebook page, named “Clerk of Superior Court in Maricopa County,” provides timely information, such as process and procedure changes, office closures, new initiatives, and system updates.

Twitter - The Twitter feed named “@MaricopaClerk” provides up-to-date information about the Office.

Questions?

Customers who have questions related to the Clerk of the Court’s Office or need information about a specific service that the Office provides, may call 602-506-3676 or send an email to: coccustomerrelations@mail.maricopa.gov.

Sources for additional information

The Brief is a monthly electronic publication that provides information about the Clerk of the Court’s Office for the legal community. To subscribe to *The Brief*, you may call 602-506-3730.

Case History Index is available on the Office website and provides statistical information about court cases.

STATISTICS

A FEW DAILY AVERAGES AND OTHER INTERESTING DATA

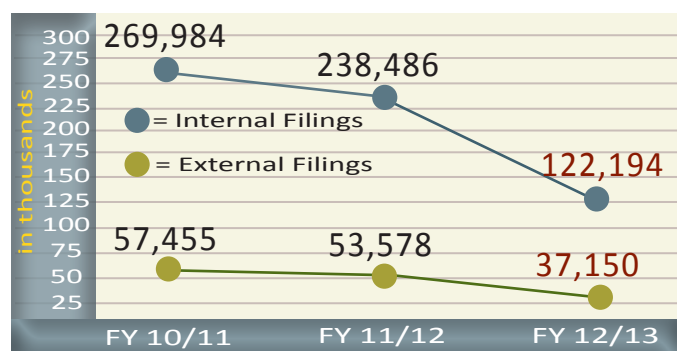
- ◆ An average of **32,043** pieces of paper (for adult and juvenile court) are filed with the Office daily.
- ◆ The Office has an average of **9,398** transactions in its Cash Management System daily.
- ◆ The Office processes an average of **17,060** documents daily.
- ◆ The Office processes an average of **\$483,236.96** in monies daily.
- ◆ **799,809** receipts were created in the Receipting System, which totaled **\$115,188,085** (FY 12-13)
- ◆ Total actions filed with the Office from 1871 - December 31, 2012 is **4,316,558**.

**(This number includes all case categories in the Case History Index with the exception of Juvenile cases, the Water case, and marriage licenses.)*

NEW CASES FILED

The **Filing Counters** are the starting point for the majority of Superior Court cases.

Total New Case Filings - FY 12-13 = 155,745



ALTERNATIVE FILING (Adult Case Types Only)

The Office has **internal and external filing depository boxes** to provide customers with an alternative to filing their documents at the filing counter. The external boxes are available 24 hours-a-day, seven days-a-week. The internal boxes are available 8 a.m. - 5 p.m., Monday - Friday. There are four external boxes and six internal boxes.

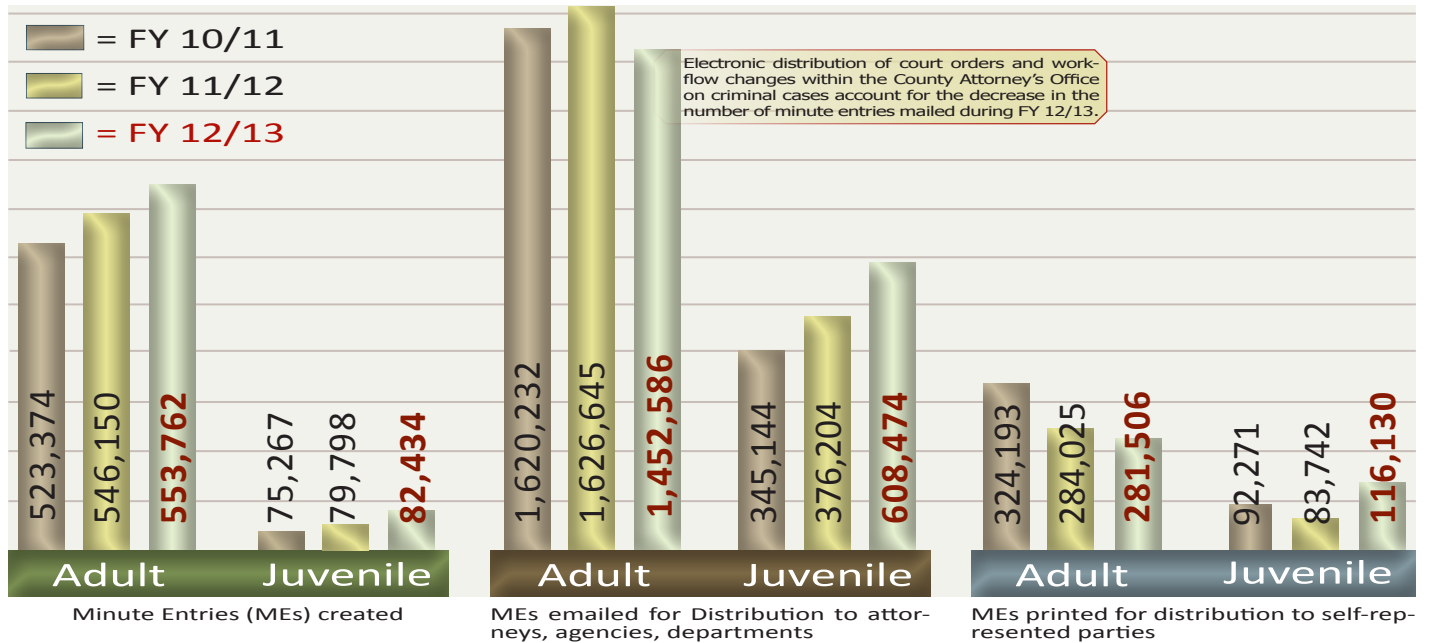
Total Alternative Filings - FY 12-13 = 159,344

STATISTICS

MINUTE ENTRIES

A minute entry is a written record of court hearings and judges' rulings on cases.

Total Minute Entries Created for FY 12-13 = 636,196

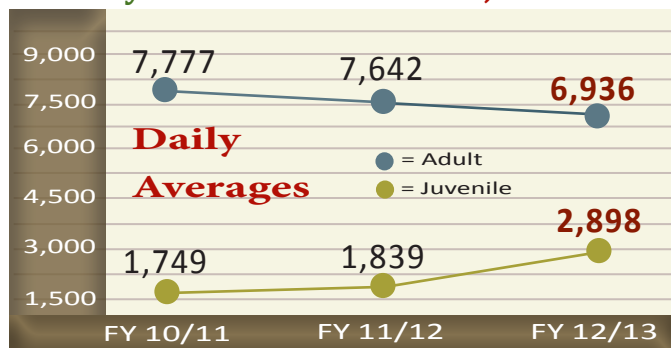


MINUTE ENTRY ELECTRONIC DISTRIBUTION SYSTEM (MEEDS)

MEEDS automates the entire court minute entry (ME) process for non-confidential cases by sorting and electronically sending the entries from the court clerk to the docket, website, and law firms. Previously, all MEs were manually printed and either mailed or picked up at the Office.

Average MEs Distributed Daily = 9,834

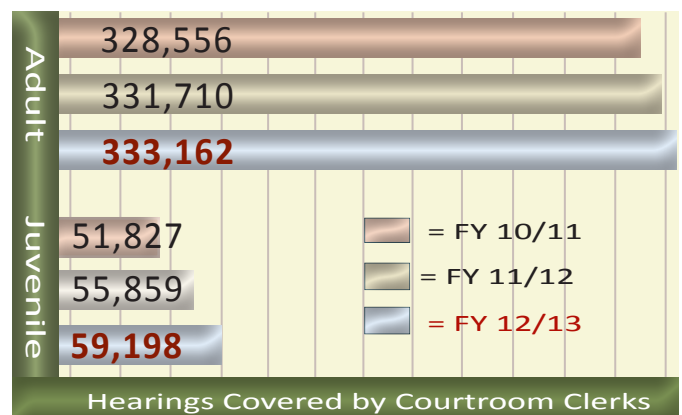
Attorneys Active in MEEDS = 24,095



COURTROOM HEARINGS COVERED

Courtroom Clerks attend each Superior Court session to record the actions of the court.

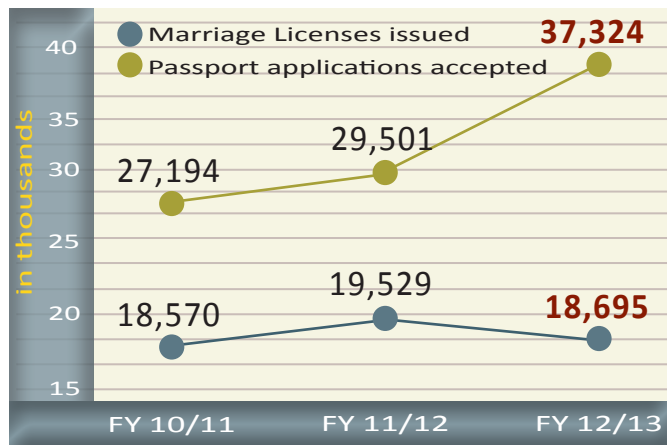
Total Court Hearings Covered for FY 12-13 = 392,360



STATISTICS

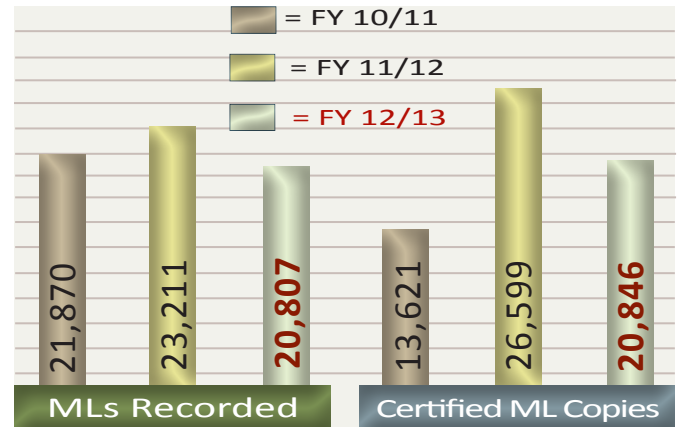
MARRIAGE LICENSES (MLs) & PASSPORT APPLICATIONS (PAs)

The Clerk of the Court's **License Services** sections, along with several City and Justice Court offices (deputized by the Clerk of the Court) issue marriage licenses. License Services also acts as an acceptance agent for passport applications.



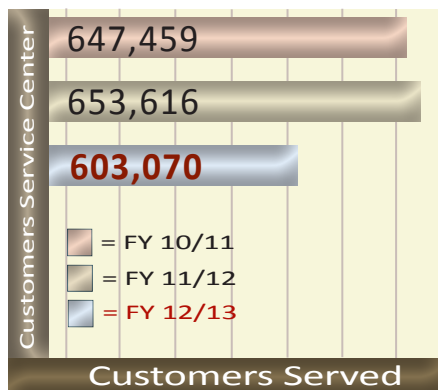
RECORDING SERVICES

Recording Services, located at the Customer Service Center, records marriage licenses (ML) for Maricopa County and provides certified copies of MLs.



CUSTOMERS SERVED

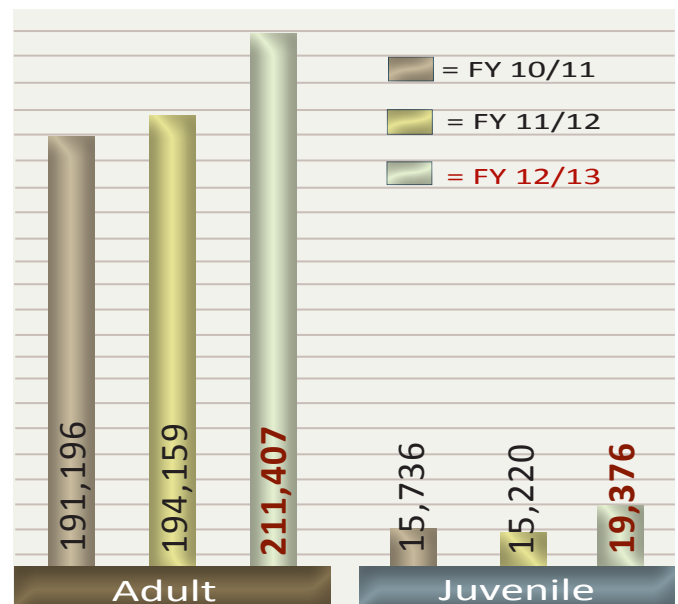
The **Customer Service Center**, which is located in downtown Phoenix, provides services for customers who want to obtain a marriage license, apply for a passport, and/or access the records of the court.



EXHIBITS PROCESSED AND RELEASED (Adult & Juvenile)

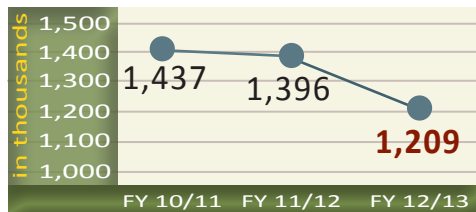
The **Exhibits Department** receives and stores exhibits accepted into evidence, as well as materials related to Grand Jury.

Total Exhibits Processed and/or Released for FY 12-13 = 230,783



APPEALS FILED

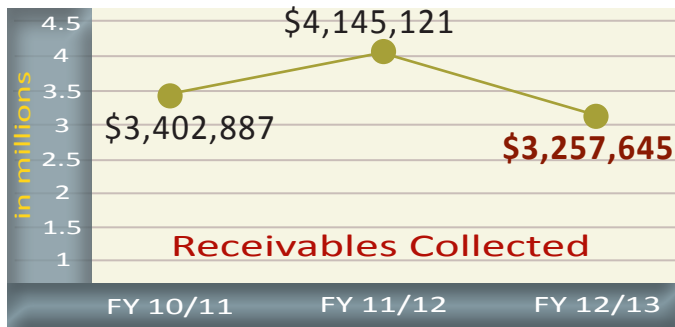
The **Appeals** area processes incoming appeals filed with the Clerk's Office.



STATISTICS

BILLING/DEFERRAL UNIT

The **Billing/Deferral Unit** establishes time payment accounts for persons who have filing fees deferred, jury fee judgments, fines, incarcerated persons who file cases, businesses with commercial accounts, and complex litigation cases that require additional fee amounts.



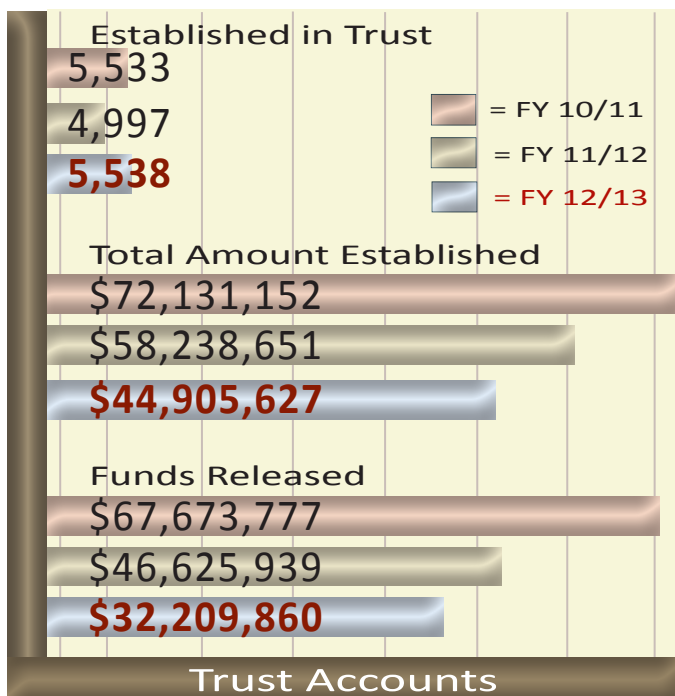
SUPPORT FINANCE

Support Finance sends Withholding Orders to the obligor's employer, who is required to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse who distributes the funds to the obligee.



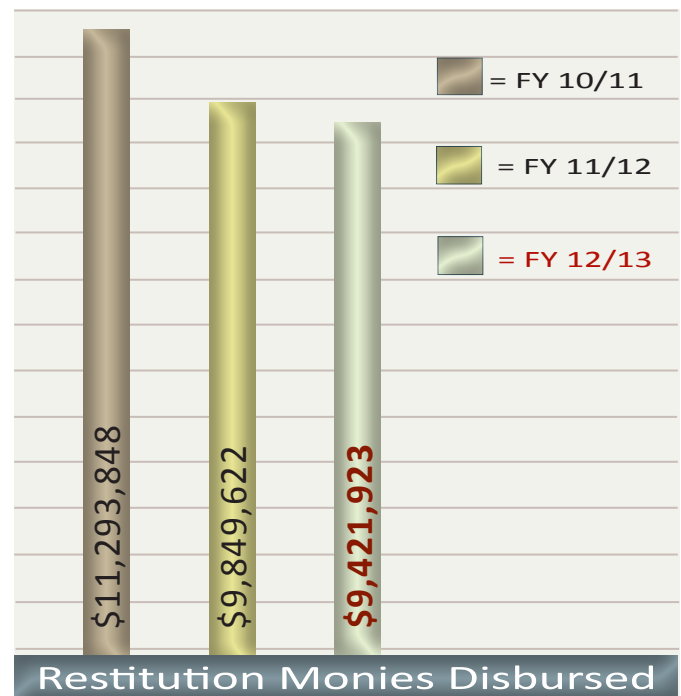
MONIES IN TRUST

The Office holds certain funds in trust for the Court (such as appearance bonds, cost bonds, funds deposited for a preliminary injunction, eminent domain funds, and funds deposited for a temporary restraining order). The funds are released from the Trust pursuant to an order of the court.



CRIMINAL FINANCIAL OBLIGATIONS UNIT

The **Criminal Financial Obligations Unit** disburses all court-ordered financial sanctions, including restitution payments to victims of crime.



STATISTICS

DOCUMENTS AND SPACE SAVING

On January 1, 2007, the Office made an historic change in how it handles the vast amount of documents it receives. The paper documents (approximately 12,000 daily at that time) were no longer placed into a hard copy file (adult cases only) and stored on a shelving unit in the fileroom. Instead, the paper documents received were scanned, audited, and disposed of after a series of quality checks. The electronic image (stored in an electronic repository) became the official court record.



2,340,988 documents (consisting of **4,837** boxes) were disposed this year.
These disposals eliminated the need for approximately **226** shelving units of storage space.



ARIZONA GENERAL STREAM ADJUDICATION

The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine ownership of surface water rights in Arizona. Since Maricopa County has the largest number of potential claimants, the Clerk's Office is responsible for the record keeping for the entire adjudication process. Specifically, the Office maintains the claims and provides document access to litigants and the public.

Since its initiation in 1979, the case currently consists of **493 volumes** and **8,831 documents**.
The Office maintains **88,045 claimants** related to the case.

ELECTRONIC DOCUMENT QUALITY CONTROL (EDM QC)

The **EDM QC** area is responsible to audit all electronic images. Electronic images are the paper documents the Office scans and converts to an electronic format and the electronic documents that law firms/parties send to the Office.

Scanned Documents Audited = **206,488**

*(for Adult & Juvenile Court)

Electronic Filings Audited= **61,135**

*(for Adult Court only. eFiling is not available in Juvenile Court.)

PROCESS SERVER PROGRAM

The Office monitors the certification of private process servers in Maricopa County. Among the responsibilities of this function are processing the applicants initial and renewal applications, administering tests to initial applicants, and maintaining the database of registered process servers.

120 process server applicants tested.

78 process server application renewals processed.

LOCATIONS



Downtown Court Complex
East Court, 101 W. Jefferson
Central Court, 201 W. Jefferson
West Court, 111 S. Third Ave.
 Phoenix, AZ 85003
 602-506-3730



Downtown Justice Center
 620 W. Jackson, Suite 3017
 Phoenix, AZ 85003
 602-506-3676



Customer Service Center
 601 W. Jackson
 Phoenix, AZ 85003
 602-506-3360



Southeast Juvenile
 1810 S. Lewis
 Mesa, AZ 85210
 602-506-2850



Southeast Adult
 222 E. Javelina
 Mesa, AZ 85210
 602-506-3360



South Court Tower
 175 W. Madison
 Phoenix, AZ 85003
 602-506-3676



Old Courthouse
 125 W. Washington
 Phoenix, AZ 85003
 602-506-3668



Northeast
 18380 N. 40th St., Suite 120
 Phoenix, AZ 85032
 602-372-7601



Northwest
 14264 W. Tierra Buena Lane
 Surprise, AZ 85374
 602-372-9400



Durango Juvenile
 3131 W. Durango
 Phoenix, AZ 85009
 602-506-4041

Clerk of the Superior Court
Maricopa County, Arizona

2012 - 2013
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